

Coaching

GROW MODEL



The GROW model is based around the theory that using questions rather than instructions in an organisation will foster change more readily. The acronym GROW stands for Goal, Reality, Options and Will. It provides a relatively simple framework for structuring a coaching session, and has been adopted by many of the world's major organisations.

- **Goal:** After discussion, a target to be reached in the session should be developed.
- **Reality:** It is important that this session is grounded in reality. The person being coached should be able to assess their present situation, and give concrete examples of their performance to date. Feedback should be provided at this point.
- **Options:** This stage offers the opportunity for the person being coached to suggest possible courses of action, and together with any that the coach puts forward, these should be evaluated and a choice arrived at.
- **Will and way forward:** The final part of the process involves the person being coached making decisions and having the willpower to commit to them. Future steps to be taken should be confirmed and the coach should agree with the client how they will be supported through the ongoing development process.

Goal:

- Where would you like to be in
- What outcome do you want from this process?
- What would be the best outcome from your perspective?
- What would it take for this process to be a success?
- What would you like to achieve?
- What is it that you would like to talk about?
- What would you like to have happen that is not happening now?

Reality:

- What's happening for you?
- How are you feeling about what is happening?
- What effect does this have?
- What is being affected by your feelings about what is happening?
- What would you change about yourself?
- What other factors are relevant?
- Who else is involved?
- What is their perception of the situation?
- What have you tried so far?
- What would you change about the environment?

Options:

- How could the situation change?
- What could you do to change the situation?
- What alternatives are there to that approach?
- What approaches have you used in similar situations?
- Who might be able to help?
- How could you improve the situation?
- Do you have any ideas about actions you could take?
- What might happen if you took these options?
- How would you feel after taking these options?
- Is there any other option that you can think of?
- Which of these suggested options would you like to try?
- Which options do you like the best?
- What might be your next steps?
- How can I support you in your actions?
- What would happen if you did nothing?

Will and way forward:

- How can you put these options into action?
- What would be your first step?
- Are you aware of any obstacles to these actions?
- How do you think you might overcome them?
- What further support do you need?
- Can you think of people who could support you?
- When will you take this first step?
- How will you know you are successful?

It is important to be aware that at all times in this process the client is gently being nudged towards developing their own action plan rather than being ordered along a certain route.